



Quality Assurance Bulletin

Quality Assurance Division

County of Los Angeles – Department of Mental Health

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TARGETED CASE MANAGEMENT (TCM) NEEDS EVALUATION

As a part of the Department of Health Care Services (DHCS) Corrective Action Plan, this Bulletin announces a new requirement to conduct annual TCM needs evaluations for clients receiving Targeted Case Management Services (TCM). A TCM needs evaluation is a comprehensive assessment and periodic reassessment of individual needs to determine the need for *establishment* or *continuation* of targeted case management services to access any medical, educational, social or other services (State Plan Amendment). This requirement is for all clients regardless of program or funding source.

POLICY

For *newly active* clients who meet medical necessity, a TCM needs evaluation must be completed prior to the development of a treatment plan. It is strongly encouraged that providers incorporate the TCM needs evaluation into the mental health assessment to assist in identifying potential functional impairments. Subsequent TCM needs evaluations for all clients must be conducted annually if TCM services are being provided. If new TCM needs arise that impact treatment, a TCM needs evaluation should be done focusing on the new areas of need, and the client treatment plan updated accordingly. A TCM needs evaluation can be done by any staff eligible to provide TCM services.

NOTE: Newly active client is defined in LACDMH Policy 401.03 as a new client requiring the opening of a new clinical record or an existing client returning for services after the termination of services per LACDMH Policy 312.01 or an existing client returning for services after 180 days of inactivity requiring the resumption of documentation in an existing clinical record.

NOTE: Due to existing screening/outcome requirements within the Juvenile Halls and Camps, clients placed in those settings are excluded from these requirements unless they have been adjudicated for suitable placement.

IMPLEMENTATION – Beginning October 1, 2020 and fully implemented by January 1, 2021

LACDMH is allowing providers up to three months (January 1, 2021 deadline) to fully implement this requirement. The three-month period should be utilized to train staff, update workflows, incorporate new forms into the electronic health record system and begin implementation. Providers are strongly encouraged to begin conducting TCM needs evaluations as soon as possible. Upon implementation for *existing* clients who are receiving TCM services, a needs evaluation should be completed on or before the date of the client's next treatment plan. A TCM needs evaluation is not required for existing clients who are not receiving TCM services; however, providers are strongly encouraged to complete one to ensure TCM services are not needed.

DOCUMENTATION & FORMS

With the intention of standardizing the types of TCM needs evaluations utilized across LACDMH, the following forms will be *required* for the respective age ranges:

- Ages 21 and older: Needs Evaluation Tool (NET) (Refer to Clinical Forms Bulletin 20-04)
- Ages 6 through 20: Child and Adolescents Needs and Strengths (CANS-IP)
- Ages 0 – 5: Child and Adolescents Needs and Strengths (CANS-IP) or (CANS 0-5)

When the CANS forms are used, there must be documentation in the clinical record of the history and current status of need(s), any relevant information from other sources (e.g., documents/chart review, significant supports), and any barriers to getting needs met.

If an urgent TCM need occurs, the above forms are not required to be completed immediately; however, it must be documented in a progress note why it was urgent and the plan going forward (e.g., to complete the TCM needs evaluation and update the client treatment plan at the next session).

Please refer to QA Bulletins 19-02 and 19-03 for specific requirements related to the CANS-IP, its submission and frequency, as well as claiming examples which remain in effect. This bulletin supersedes QA Bulletin 19-02 which required the CANS-IP to be completed only for newly active clients as of 7/1/19. With the CANS now serving as the mandated TCM needs evaluation for children and youth, all clients who are receiving TCM and are 0 through 20 years of age must receive a CANS on or before the date of their next treatment plan.

CLAIMING

Generally, conducting a needs evaluation is a TCM service. However, if conducted within the context of another type of service, then it may fall under the other service. For example, if completed as a part of the mental health assessment, then it is claimed as 90791/90792; or if completed while developing a treatment plan in which interventions are added for both TCM and Mental Health Services, then it is claimed as H0032. As a reminder, conducting a needs evaluation by itself does not require a treatment plan as it is for the purpose of assessment (Assessment service component under TCM).

NEEDS EVALUATION INTRODUCTION MODULE

In an effort to familiarize providers with these updated requirements and to introduce the newly developed Needs Evaluation Tool (NET), a Needs Evaluation Introduction module will be available on-line at: <https://dmh.lacounty.gov/qa/qa-training/> by September 25, 2020.

The Organizational Provider's Manual will be updated on October 1, 2020 to account for these changes. A QA Bulletin will be issued shortly announcing the changes to the Manual. In addition, DMH Policy 401.03 will be updated to account for this new requirement.

If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Unit at QualityAssurance@dmh.lacounty.gov.

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